

# REPORT TO THE 60<sup>TH</sup> LEGISLATURE STATE OF MONTANA



## STATUS OF BASIC AND ENHANCED 9-1-1 DEPLOYMENTS

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# 9-1-1 Program

## Introduction

This report is prepared in conjunction with 10-4-102 (1)(e), MCA -

***“report to the Legislature the progress made in implementing statewide basic and enhanced 9-1-1 systems”***

## Program Overview

The State of Montana Public Safety Services Bureau (PSSB) is responsible for administering the State's 9-1-1 Program on behalf of all local 9-1-1 jurisdictions. It provides a single point of coordination and support associated with State responsibilities for managing the 9-1-1 Program on behalf of the local jurisdictions. The office provides direction for the implementation of Basic 9-1-1 and Enhanced 9-1-1 (E9-1-1) emergency telephone systems throughout the state and for upgrades and improvements to those systems once they are in place. The PSSB manages the State's statutory responsibilities for the development, implementation and operation of 9-1-1 emergency telephone and public safety communications systems throughout the state. As part of these responsibilities, it is the intent of the State of Montana Public Safety Services Bureau to establish and implement a cohesive statewide emergency 9-1-1 system that will provide citizens with rapid, direct access to public safety agencies. The objective of this is to provide more accessible public safety services and reduce the response time to situations requiring law enforcement, fire, medical, rescue, and other emergency services.

## 9-1-1 Terminology

### BASIC 9-1-1

Basic 9-1-1 means that when the three-digit number is dialed, a call taker/dispatcher in the local public safety answering point (PSAP) answers the call. The emergency and its location are communicated by voice (or TTY) between the caller and the call taker. Montana has 100% Basic 9-1-1.

### ENHANCED 9-1-1

Enhanced 9-1-1 means the call is routed to the proper responding PSAP for the caller's location, and the caller's phone number and address is displayed on the equipment used by the call taker. In the event the caller is unable to speak or provide location information the emergency responders can be dispatched to the location information provided. Currently there are 31 of 57 PSAPs with Enhanced 9-1-1.

### ENHANCED WIRELESS 9-1-1

There are 3 phases that are referred to in implementing Wireless 9-1-1. The most basic of these, sometimes called Wireless Phase 0, simply means that when you dial 9-1-1 from your cell phone a call-taker at a public safety answering point (PSAP) answers. The call-taker may be at a PSAP up to hundreds of miles away, or at a local PSAP, depending on how the wireless 9-1-1 call is routed.

A very faint, large watermark-like image of a classical building with four columns and a triangular pediment occupies the background of the page.

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<http://archive.org/details/statusofbasicenh4396mont>

Wireless Phase I is the first step in providing better emergency response service to wireless 9-1-1 callers. Where Phase I has been implemented, a wireless 9-1-1 call will come into the PSAP with the wireless phone call back number. This is important in the event the cell phone call is dropped, and may even allow PSAP employees to work with the wireless company to identify the wireless subscriber. However, Phase I still does not help call-takers locate emergency victims or callers.

To locate wireless 9-1-1 callers, Phase II must have been implemented in the area by local 9-1-1 systems and wireless carriers. Phase II allows call-takers to receive both the wireless caller's wireless phone number and their location information.

Five PSAPs in Montana have now deployed Wireless Enhanced Phase II.

### **Legislative History**

#### **BASIC 9-1-1 PROGRAM FUNDING**

On April 25, 1985, legislation was signed designating 9-1-1 as the primary emergency telephone number within Montana. Funding assistance for local 9-1-1 systems was provided through a 25 cent monthly fee on each telephone subscriber's access line.

#### **ENHANCED 9-1-1 PROGRAM FUNDING**

During the 1997 legislative session, the 9-1-1 statute was amended to increase the monthly fee to 50 cents per telephone subscriber's access line to provide funding for an upgrade from "Basic" 9-1-1 to Enhanced 9-1-1.

### **Receipt, Distribution and Investment of 9-1-1 Funds**

#### **RECEIPT OF 9-1-1 FUNDS**

Companies providing telephone services (including wireless) in Montana are responsible for collecting the monthly fee of \$.50 from each of their subscribers. These companies remit the collections to the Department of Revenue, Miscellaneous Tax Division. The fee return includes the amount remitted for the quarter and is due on or before the last day of the month following the end of each calendar quarter to the Department of Revenue. (ARM 42.31.401).

The Department of Revenue deposits the fees remitted in special revenue funds, after withholding 3.74% of each fee return. The 3.74% is deposited in the State General Fund and the budget to administer the 9-1-1 Program is provided by a general fund appropriation to the Department of Revenue and the Department of Administration, Information Technology Services Division (ITSD).

#### **DISTRIBUTION OF 9-1-1 FUNDS**

The entire fund balance in each account (after 3.74% administrative withholding) is distributed quarterly to cities/towns and county governments on a per capita basis. The statute provides that no county shall receive less than one percent of the Basic 9-1-1 fund balance. Forty of Montana's fifty-six counties (based on 2000 census) receive the one percent distribution of Basic 9-1-1 funds. The County must have a Basic 9-1-1 approved plan in order to receive the distributions.

Eighty four percent (84%) of the Enhanced 9-1-1 funds collected are distributed in the same manner as the Basic 9-1-1 fund (on a per capita basis). The remaining 16% of the E9-1-1 fund is divided equally among the forty counties who receive the 1% distribution. This method of distributing the E91-1 funds was established by the Legislature to better enable the less populated counties within the state to offer Enhanced 9-1-1 services to their citizens.



## STIP INVESTMENT PROCEDURE

After administrative costs and the distribution of E 9-1-1 funds to jurisdictions with approved E9-1-1 plans, the balance of the E 9-1-1 fund (which is for those jurisdictions without an approved E9-1-1 plan) is invested in the State's Short Term Investment Pool (STIP). Interest earned during each quarter is distributed proportionately with the Enhanced 9-1-1 distribution. Upon approval of an Enhanced 9-1-1 plan, interest earnings are released to the jurisdiction with their initial distribution of E9-1-1 funds.

<b>Summary of 9-1-1 Fee Revenues</b>	
FY02	\$ 4,947,640
FY03	\$ 5,344,008
FY04	\$ 5,422,333
FY05	\$ 5,711,593
FY06	\$ 6,074,507

## Statewide Wireless Enhanced 9-1-1 System

### GOAL

The goal of the State of Montana is to provide a Wireless Enhanced 9-1-1 service for the entire state which is uniform to all areas of the state, both rural and urban. Rather than funding dozens of stovepipe systems, a statewide system reduces the overall expenditures by eliminating duplication. The PSAPs will incur the cost of updating their current systems and moving into the wireless technology with or without the State assistance. The statewide effort provides a cost-effective solution and provides a statewide "standard of care" in technology for the delivery of Enhanced 9-1-1 services.

### FUNDING

The State of Montana Public Safety Services Bureau received federal funding for E9-1-1 in the amount of approximately \$1.8M in FY03 and \$1M in FY06. In addition, the Montana Sheriffs and Peace Officers Association (MSPOA), by way of a Service Level Agreement executed May 15, 2003, made the Public Safety Services Bureau the funding authority for a similar grant for \$1.9M. This funding has been used to deploy Enhanced 9-1-1 for landline and Phase II Wireless E9-1-1 readiness statewide. Other private grants have also been used to fund the statewide project.

<b>Summary of Federal Funding</b>	
FFY03	Total Funding
E9-1-1	\$ 1,735,375
Emergency Notification	\$ 1,900,000
FFY06	\$ 987,000
<b>TOTAL</b>	<b>\$ 4,622,375</b>

<b>Other Funding (private grants)</b>	
June 2003	
Public Safety Foundation Grant	\$ 50,000
September 2004	
PSAP Readiness Grant	\$ 334,118,000
<b>TOTAL</b>	<b>\$ 334,168,000</b>

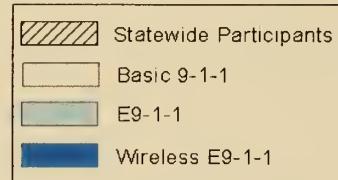
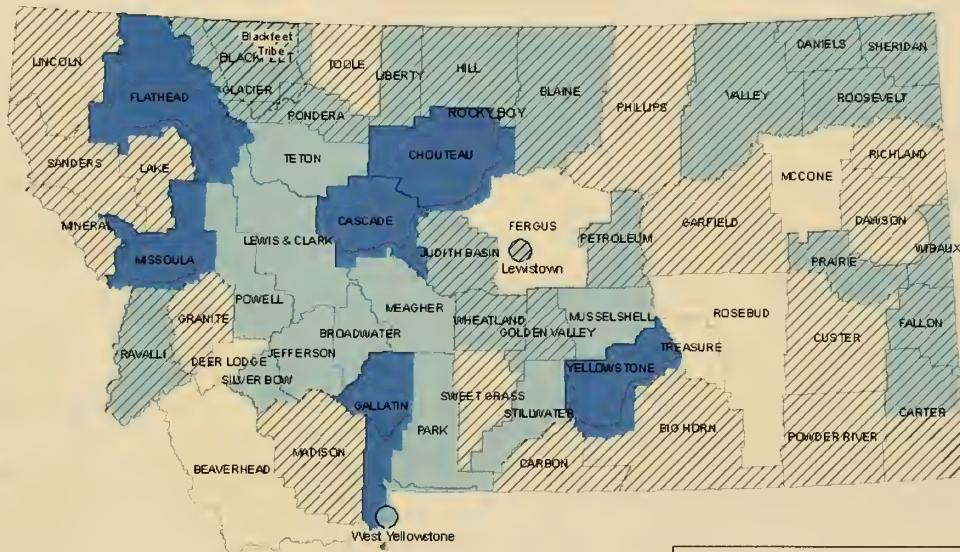


Recurring costs for any services or any system purchased by a PSAP through the State of Montana contract are the responsibility of the individual PSAP and can be accommodated by the 9-1-1 funds distributed to the PSAP's.

## Statewide E9-1-1 Status

The following map illustrates the status of 9-1-1 deployment in Montana.

### Statewide Network Status Map



The deployment status of each PSAP/county is provided in "Appendix I - Montana E9-1-1 Status report".

## National Recognition

The National Governors Association Center (NGA) for Best Practices has examined several successful states' efforts to implement and efficiently fund E9-1-1. The NGA's issue brief, "[State Strategies for Accelerating Enhanced 9-1-1 Implementation](#)," demonstrates several different



strategies and policy options, employed by governors, to meet the goals of the FCC and the needs of wireless consumers. While the FCC has not mandated states and localities to deploy E911, governors have taken the lead in providing the valuable service to their citizens. In part, the report states:

*"To help ensure a smooth transition to E9-1-1, the nation's governors have spearheaded efforts to ensure each state develops and implements coordinated statewide E9-1-1 deployment plans. Several states - California, **Montana** and Virginia, to name a few - have developed innovative strategies designed to meet E9-1-1 service delivery goals, and, in the meantime, have become models for other states looking to follow suit."*

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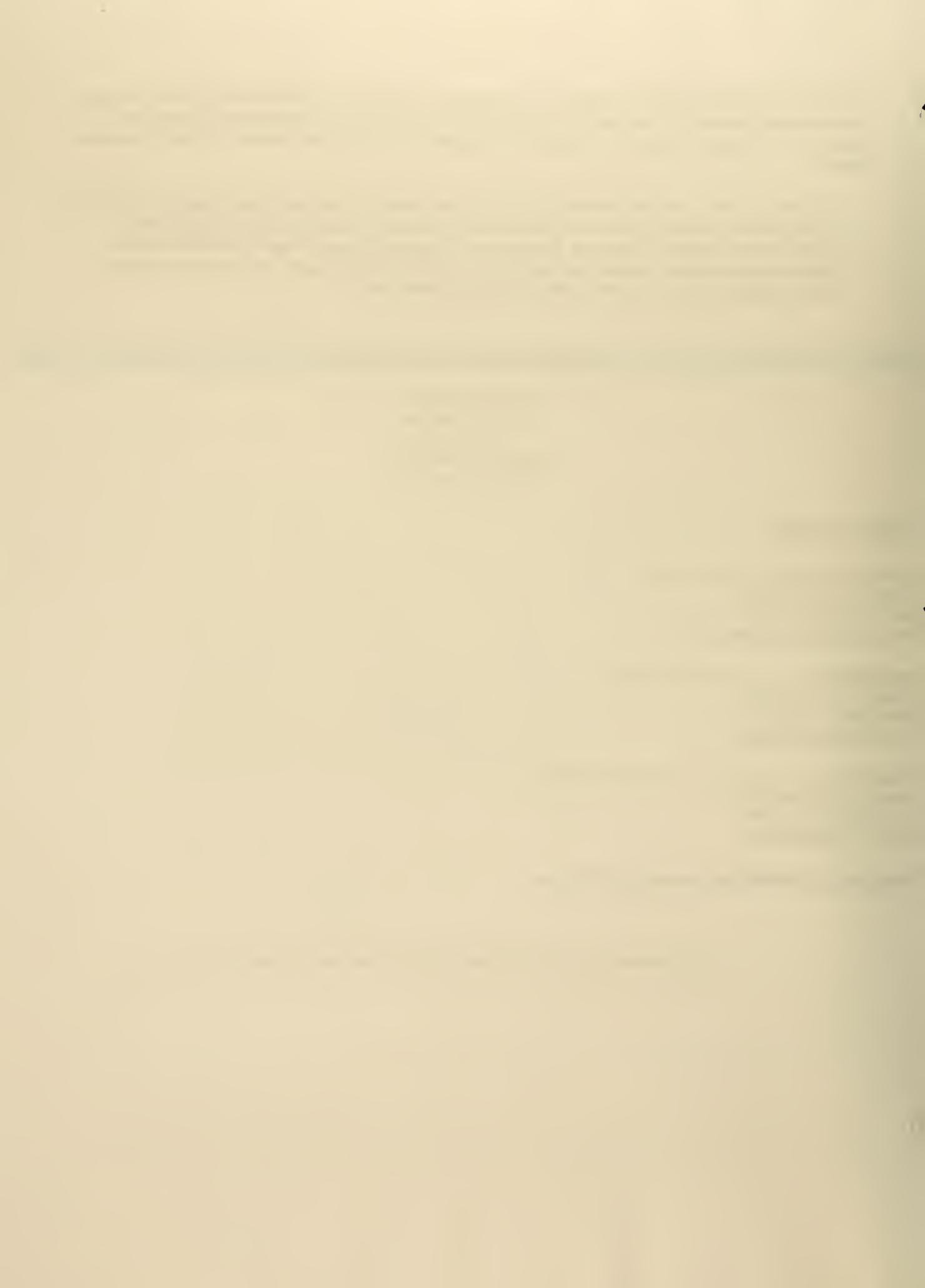
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This information will be made available in alternate formats upon request by calling (406) 444-2022.



## Appendix I - Montana E9-1-1 Status Report

PSAP/County	BASIC	ENHANCED		WIRELESS	
	9-1-1	Approved E9-1-1 Plan	Deployed E9-1-1	Wireless E9-1-1	Statewide E9-1-1 & Wireless Contract
Anaconda/Deer Lodge	Yes	Yes			No
Beaverhead	Yes	Yes			No
Big Horn	Yes	Yes			Yes
Blackfeet	Yes	Yes			Pending
Blaine	Yes	Yes	Yes	In progress	Yes
Broadwater	Yes	Yes	Yes		No
Butte/Silver Bow	Yes	Yes	Yes		No
Carbon	Yes	Yes			Yes
Cascade	Yes	Yes	Yes	Yes	No
Central MT	Yes	Yes	Yes	In progress	Yes
Chouteau	Yes	Yes	Yes	Yes	No
Custer/Garfield	Yes	Yes			Yes
Daniels	Yes	Yes	Yes		Yes
Dawson	Yes	Yes			Yes
Fallon/N. Carter/Wibaux/Prairie	Yes	Yes	Yes		Yes
Fergus	Yes	Yes			Pending
Flathead	Yes	Yes	Yes	Yes	No
Gallatin	Yes	Yes	Yes	Yes	No
Gardiner/Cooke City	Yes	Pending			No
Glacier	Yes	Yes	Yes		Yes
Granite	Yes	Yes			Yes
Hill	Yes	Yes	Yes	In progress	Yes
Jefferson	Yes	Yes	Yes		No
Lake	Yes	Yes			Yes
Laurel	Yes	Yes			No
Lewis & Clark	Yes	Yes	Yes		No
Liberty	Yes	Yes	Yes		Yes
Lincoln(Libby/Eureka/Troy	Yes	Yes			Yes
Madison	Yes	Yes	Yes		Yes
McCone	Yes	Yes			No
Meagher	Yes	Yes	Yes		No
Mineral	Yes	Yes			Yes
Missoula	Yes	Yes	Yes	Yes	No
Musselshell	Yes	Yes	Yes		No
Northern Cheyenne	Yes	Pending			Pending
Park	Yes	Yes	Yes		No
Phillips	Yes	Yes			Yes
Pondera	Yes	Yes	Yes		Yes
Powder River/S. Carter	Yes	Yes			Yes
Powell	Yes	Yes	Yes		No
Ravalli	Yes	Yes	Yes		Yes
Richland	Yes	Yes			Yes
Rocky Boy	Yes	Pending			Pending
Roosevelt	Yes	Yes	Yes		Yes
Rosebud/Treasure	Yes	Yes			No
Sanders	Yes	Yes			Yes
Sheridan	Yes	Yes	Yes		Yes
Stillwater	Yes	Yes	Yes		No
Sweetgrass	Yes	Yes			Yes
Teton	Yes	Yes	Yes		No
Toole	Yes	Yes			Yes
Valley	Yes	Yes	Yes		Yes
West Yellowstone	Yes	Yes	Yes		No
Wheatland/Golden Valley	Yes	Yes	Yes		Yes
Yellowstone	Yes	Yes	Yes	Yes	No

